

Connect with Virginia Relay CapTel® Service

To reach a CapTel user, dial:

English: 1-877-243-2823

Spanish: 1-866-217-3362

Mobile or Web CapTel: 1-800-933-7219

For information regarding CapTel equipment
available through Virginia Relay Service, contact:

The Virginia Department for the Deaf and Hard of Hearing
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012

Voice/TTY: 1-804-662-9502

Toll Free: 1-800-552-7917

Fax: 1-804-662-9718

Email: frontdsk@vddhh.virginia.gov

Visit: www.vddhh.org

Customer Service – Available 24/7

English: 1-888-269-7477

Spanish: 1-866-670-9134

Fax: 1-402-694-5110

E-mail: virginia@HamiltonRelay.com

If you have suggestions, comments or concerns,
please contact:

Virginia Relay CapTel Customer Service

P.O. Box 285 • Aurora, NE 68818

In addition, the Federal Communications Commission
is available to serve you regarding relay issues.

Visit: www.fcc.gov/cgb/complaints.html

See what they say with Captioned Telephone

Captioned Telephone (CapTel®)
allows individuals who have difficulty
hearing on the phone to listen and read
captions of what's said to them.



Offering Keys to Communication

VDDHH

That's what I'm talking about

HAMILTON
relay

 *Virginia Relay* 
CapTel®

What is Captioned Telephone?

Captioned Telephone (CapTel) is a free service that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing
- Allows for natural conversations
- Provides a truly interactive calling experience

Who benefits from Captioned Telephone?

- People who experience significant hearing loss and have intelligible speech
- People who communicate with individuals who experience difficulty hearing over the phone

Required Equipment

In order to make a Captioned Telephone call, a CapTel phone (800 or *800i), telephone service, and standard electrical power are needed.

*800i requires high-speed Internet access

For more information on how to obtain a CapTel phone, please refer to the back page.

Connecting with CapTel

CapTel User



CapTel user places and receives calls using a CapTel phone that displays text of the other party's conversation.



Captioning Service

Captioning Center Operator converts everything the standard phone user says into captions using voice recognition technology.



Other Party

Family, friends and businesses use a standard phone to communicate with CapTel users.

How CapTel Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scene, a specially-trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says. Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

CapTel 800

When using the 800 model, all outgoing calls you make are automatically captioned. Make sure the red light around the CAPTIONS button on your CapTel phone is turned on for all calls. For incoming calls, you may choose to receive captions in either 1-line or 2-line mode as outlined on the following page.

1-line CapTel Mode (one telephone line connected to your CapTel phone)

- To receive captions, callers must first dial the toll-free captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and when prompted, enter your telephone number.
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

2-line CapTel Mode (two telephone lines connected to your CapTel phone)

- Calls received are automatically captioned
- Callers simply dial your phone number directly
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

CapTel 800i (one telephone line and high speed internet required) When using the CapTel 800i model both incoming and outgoing calls are automatically captioned. For outgoing calls, simply dial the number of the person you are calling. For incoming calls, callers simply dial your phone number directly. Make sure the red light around the CAPTIONS button on your CapTel phone is turned on for all calls.

** All calls are strictly confidential and no records of any conversations are maintained.*

For more information on 1-Line/2-Line CapTel and the CapTel 800i, please refer to the chart provided in this brochure.

Virginia Relay CapTel is provided under contract by Hamilton Relay – a national leader in providing high quality relay services for people who are deaf, hard of hearing, deaf-blind or have difficulty speaking.



CapTel Phone Comparison – 1-Line, 2-Line, and 800i

	1-Line CapTel	2-Line CapTel	CapTel 800i
Number of Lines <i>For those with only digital phone service, additional options are available. For more information call 1-888-514-7933 or visit www.hamiltoncaptel.com.</i>	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter	Requires a high-speed internet connection in addition to any type of telephone line.
How Calls are Managed	Spoken conversations and captions are provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.	Spoken conversation is provided on one line; captions are provided through a High Speed Internet connection (required)
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are “on”.	Captions can be turned on or off at any point in the conversation.	Captions can be turned on or off at any point in the conversation
Outgoing Calls	Outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.
Calling a CapTel User	People calling the CapTel user must first dial the toll free number for CapTel; then dial the CapTel user’s phone number when prompted.	People call the CapTel user’s number directly.	People call the CapTel user’s number directly.
Calling Features	Call-waiting and automatic call back (*69) can be used. Adjustable font sizes and colors available for display screen	Call-waiting and automatic call back (*69) can be used. Adjustable font sizes and colors available for display screen	Call-waiting and automatic call back (*69) can be used. Adjustable font sizes and colors available for display screen
Three-Digit Dialing	CapTel users are able to dial three digit numbers such as 2-1-1 and 4-1-1 directly from the CapTel phone. Three-digit dialing codes are available in most states and allow quick and convenient access to important services	CapTel users are able to dial three digit numbers such as 2-1-1 and 4-1-1 directly from the CapTel phone. Three-digit dialing codes are available in most states and allow quick and convenient access to important services	CapTel users are able to dial three digit numbers such as 2-1-1 and 4-1-1 directly from the CapTel phone. Three-digit dialing codes are available in most states and allow quick and convenient access to important services
911 Calls <i>Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911</i>	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as *VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other CapTel call. <i>* VCO stands for “Voice Carry Over”, a service that allows callers to speak for themselves and read typed responses.</i>	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.	911 Calls: Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the high-speed internet connection.

Web CapTel

Web CapTel is a free service which allows you to see every word a caller says on your computer screen. A standard telephone or mobile phone and an internet-connected laptop or personal computer is required. There's no special equipment to purchase or software to download. All that is required is an Internet connection with a standard web browser, and any phone.

In order to process Web CapTel calls securely and accurately, you must complete a simple On-line Registration Form. This one-time process will allow you to set up your own Web CapTel account that you will log into when placing and receiving calls. To register, visit **www.HamiltonCapTel.com**, click on Web CapTel and choose Registration. Complete and submit the requested information form.

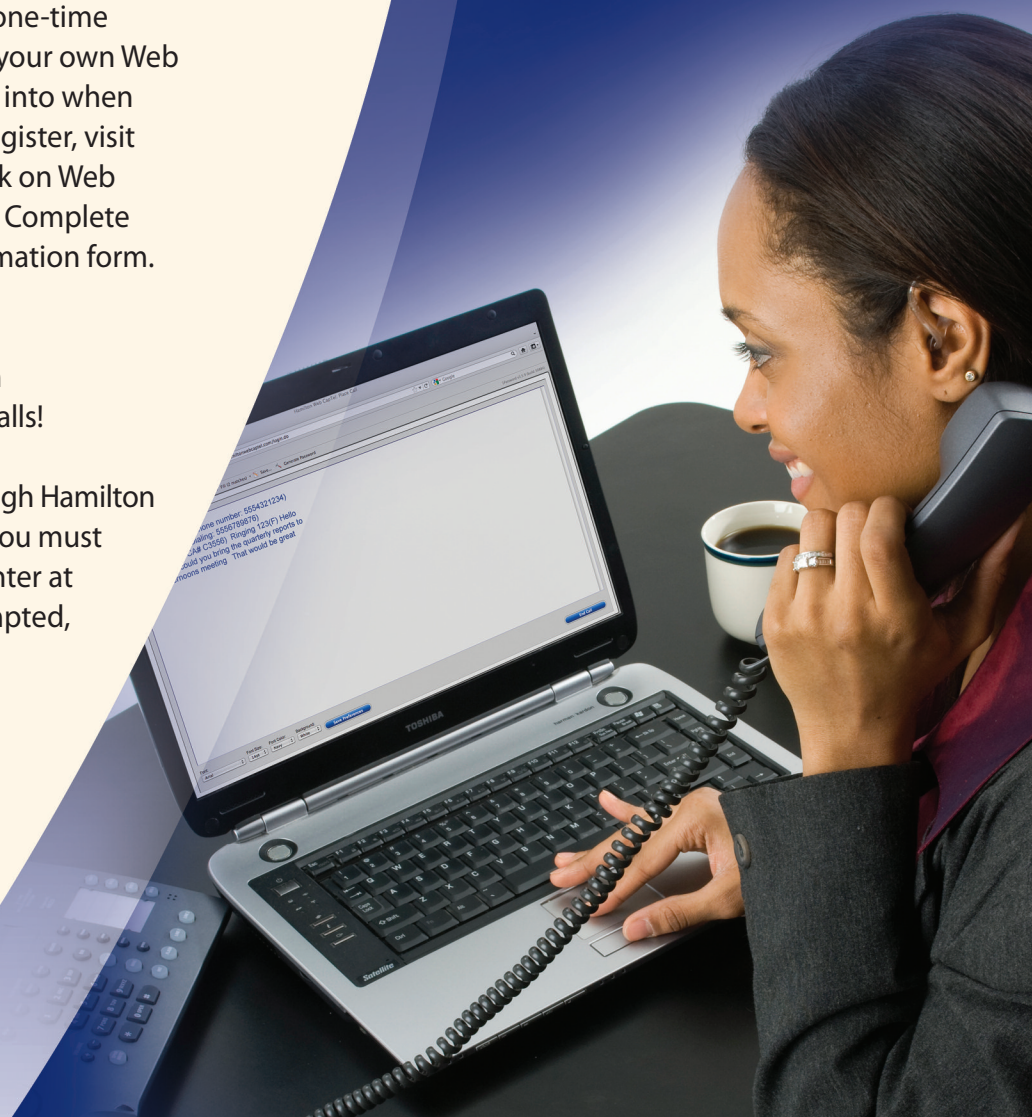
Once registered, simply login at **www.HamiltonWebCapTel.com** and start placing and receiving calls!

In order to receive captions through Hamilton Web CapTel, the person calling you must first dial the Web CapTel Call Center at 1-800-933-7219 and when prompted, enter your telephone number.

*Perfect for use on
your office or
home computer.*

See what they say™

HAMILTON
webcapitel.





*Use Hamilton
Mobile CapTel
on the go.*

Mobile CapTel

Using select iPhone®, BlackBerry® and Android™ smartphones and a compatible headset or speakerphone option, Mobile CapTel allows you to listen to your conversations and read captions of what the other person is saying while on the go. All that's required is a compatible smartphone with simultaneous voice and data capabilities, a 3G/4G/WiFi network, a hands-free headset, and a Hamilton Web CapTel account. Then, just download the free Hamilton Mobile CapTel App and begin placing and receiving calls!

To download the app, visit the "App Store" for iPhone, the "App World" for BlackBerry or the "Android Market" for Android and search for Hamilton Mobile CapTel. Install the free app and once downloaded, enter your Hamilton Web CapTel account username, password and the phone number of your mobile device.

In order to receive captions through Hamilton Mobile CapTel, the person calling you must first dial the Mobile CapTel Call Center at 1-800-933-7219 and when prompted, enter your telephone number.

You can find out which smartphones and wireless networks are compatible with Hamilton Mobile CapTel by visiting **www.HamiltonMobileCapTel.com** and clicking on the SmartPhone Selector.



See what they say™

